सर्वोच्च प्राथमिकता

संख्या- 04/2026/जी0आई0-9/90-सं0शि0प0का0/2026-02(सं0शि0)/2015

प्रेषक,

एस0पी0 गोयल,

मुख्य सचिव,

उ0प्र0 शासन ।

सेवा में,

1- **समस्त अपर मुख्य सचिव/ प्रमुख सचिव/ सचिव, उत्तर प्रदेश शासन ।**

2- पुलिस महानिदेशक, उत्तर प्रदेश ।

3- समस्त मण्डलायुक्त/ समस्त जिलाधिकारी, उत्तर प्रदेश ।

संसदीय शिष्टाचार/पत्राचार कार्यान्वयन अनुभाग **लखनऊ: दिनांक- 29 जून, 2026**

विषय: मा0 संसद सदस्यों तथा राज्य विधान मण्डल के मा0 सदस्यों के प्रति आधिकारिक व्यवहार के विषय में भारत सरकार द्वारा निर्गत दिशा-निर्देशों का कड़ाई से अनुपालन किया जाना।

महोदया/महोदय,

कृपया उपर्युक्त विषय के सम्बन्ध में अनु सचिव, गृह मंत्रालय (सी0एस0) डिवीजन, भारत सरकार के पत्र सं0-15013/48/2026-सी0एस0आर0-III दिनांक-05 जून, 2026 का सन्दर्भ ग्रहण करने का कष्ट करें।

2- उक्त पत्र द्वारा कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय, भारत सरकार के पत्रांक-11013/16/2025-Estt.A-III दिनांक-04 मई, 2026 तथा उसके साथ संलग्न मा0 संसद सदस्यों तथा राज्य विधान मण्डल के मा0 सदस्यों के प्रति आधिकारिक व्यवहार के अनुपालन के सम्बन्ध में भारत सरकार के पत्र दिनांक-12 जनवरी, 2026 की प्रति संलग्न कर प्रेषित करते हुए उसमें दिए गए दिशा-निर्देशों का कड़ाई से अनुपालन सुनिश्चित कराए जाने की अपेक्षा की गयी है। उल्लेखनीय है कि पूर्व में भी इस सम्बन्ध में भारत सरकार के पत्र दिनांक-20 फरवरी, 2026 के क्रम में संसदीय शिष्टाचार/पत्राचार कार्यान्वयन अनुभाग द्वारा शासनादेश दिनांक-15 अप्रैल, 2026 निर्गत किया गया है, जो वेबसाइट http://shasanadesh.up.gov.in पर उपलब्ध है।

उक्त संदर्भित पत्र दिनांक-05 जून, 2026 के माध्यम से प्राप्त कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय, भारत सरकार के पत्र दिनांक-04 मई, 2026 तथा उसके साथ संलग्न भारत सरकार के दिशा-निर्देश सम्बन्धी पत्र दिनांक-12 जनवरी, 2026 की प्रतियां संलग्न कर प्रेषित करते हुए इस सम्बन्ध में मुझे यह कहने का निदेश हुआ है कि कृपया मा0 संसद सदस्यों तथा राज्य विधान मण्डल के मा0 सदस्यों के प्रति आधिकारिक व्यवहार के विषय में भारत सरकार द्वारा निर्गत दिशा-निर्देशों का कड़ाई से अनुपालन सुनिश्चित कराने का कष्ट करें।

संलग्नक-यथोक्त।

भवदीय,

एस0पी0 गोयल,

मुख्य सचिव।

कृ0पृ0-2

1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।

2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है।

संख्या-04/2026/जी0आई0-9(1)/90-सं0शि0प0का0/2026-02(सं0शि0)/2015 तद्दिनांक

प्रतिलिपि निम्नलिखित को सूचनार्थ प्रेषित:-

1- निजी सचिव, माननीय संसदीय कार्य मंत्री जी, उ0प्र0 को माननीय मंत्री जी के अवलोकनार्थ।

2- अनुसचिव, गृह मंत्रालय (सी0एस0) डिवीजन, भारत सरकार को उनके पत्र सं0-15013/48/2026-सी0एस0आर0-III दिनांक-05 जून, 2026 के क्रम में।

3- विशेष सचिव एवं स्टाफ आफिसर, मुख्य सचिव, उ0प्र0 शासन।

4- गार्ड फाइल।

आज्ञा से,

जे0पी0सिंह-II,

प्रमुख सचिव।

http://shasanadesh.up.gov.in

1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नही है।

2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है।

संख्या जी०आई०-9 / 80-सं०वि०प्र०का० / 2026

No.237770/MS/GI/2026

No.15013/48/2026-CSR.III
Government of India
Ministry of Home Affairs
(CS Division)
****

NDCC-II Building, 1st Floor,
Jai Singh Road, New Delhi,
Dated, the 04 June, 2026

05 JUN 2026

To

The Chief Secretary
All State Governments / Union Territory Administrations.

Sub: Observance of proper procedure in respect of official dealings between the Administration and Members of Parliament and State Legislatures – reg.

Sir/Madam,

I am directed to enclose herewith a copy of the DOPT's OM No. 11013/16/2025-Estt.A-III dated 04.05.2026 containing guidelines regarding official dealings between the Administration and Members of Parliament and State Legislatures, which is self explanatory.

2. Department of Personnel and Training has directed that the State Governments/UTs should ensure strict compliance of these guidelines issued by Government of India regarding official dealings between the Administration and Members of Parliament and State Legislatures, so that MPs/MLAs do not face any inconvenience in their official dealing with the Central and State Government officers. The Chief Secretaries of all States/UTs are also requested to circulate these guidelines to all State Government officials at the State/Division and District level for strict compliance of these guidelines.

4515/ग०क०/व्यापक
प्र०स०, संसदीय कार्य

Yours faithfully

Digitally signed by
Kundan Kumar
Date: 04-06-2026
11:39:56

Encl: As Above.

16/06 (कुमार)
विशेष सचिव एवं स्टॉफ
मुख्य सचिव
उ०प्र० शासन।

(Kundan Kumar)
Under Secretary to the Govt. of India
Tele: 23438175

Copy to: Shri G.K. Rajnish, Deputy Secretary, DOPT, Room No. 37010, Kartavya Bhawan-3, New Delhi w.r.t. their OM No. 11013/16/2025-Estt.A-III dated 04.05.2026.

F. No. 11013/16/2025-Estt.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
******

MINISTRY OF HOME AFFAIRS
नई दिल्ली/New Delhi
05 MAY 2026
के.प्र. सं./C. R. No. 4265583
सी.आर. अनुभाग/C.R. Sec./North Block

Kartavya Bhawan-3, New Delhi
Dated 04th May, 2026

OFFICE MEMORANDUM

Subject: Observance of proper procedure in respect of official dealings between the Administration and Members of Parliament and State Legislatures-reg.

The Department of Personnel & Training has been emphasizing the importance of observance of proper procedure in official dealings between Administration and Members of Parliament and State Legislatures and has issued instructions in this regard from time to time. Vide DoPT's OM dated 12.01.2026 (copy enclosed) these instructions were reiterated and all the Ministries/Departments and Chief Secretaries of all Sates/UTs, were requested to circulate these instructions to all State Government officials at the State/Division and District levels for necessary compliance.

2. All Ministries/Departments are once again requested to sensitize the administrative authorities with regard to their duties and obligations in relation to dealings with Members of Parliament and State Legislatures in terms of guidelines contained in aforesaid OM dated 12.01.2026 and circulate these instructions to all attached/ subordinate offices, their field offices, etc. Chief Secretaries of all States/UTs are also requested to circulate these guidelines to all State Government officials at the state/ Division and District level. A copy of the instructions issued in this regard may please be endorsed this Department.

3. This is issued with the approval of competent authority.

(G K Rajnish)
Deputy Secretary to the Government of India
Tel: 011-24010644

To

1. The Secretaries of All the Ministries/Departments of Government of India (as per the standard list)
2. Chief Secretaries of all States/UTs (as per the standard list)

Copy to: -

1. Presidents Secretariat, New Delhi
2. Vice President Secretariat, New Delhi
3. The Prime Minister's Office, New Delhi
4. Cabinet Secretariat, New Delhi
5. Rajya Sabha Secretariat/ Lok Sabha Secretariat, New Delhi
6. The Comptroller and Auditor General of India, New Delhi
7. The Secretary, Union Public Service Commission, New Delhi
8. The Secretary, Staff Selection Commission, New Delhi
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions
10. National Commission for Scheduled Caste, New Delhi
11. National Commission for Scheduled Tribes, New Delhi
12. National Commission for OBC, New Delhi
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi
14. CVOs of all Ministries/ Department
15. ADG (M&C), Press Information Bureau, DoPT
16. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Department]
17. Hindi Section, DoPT

(G K Rajnish)
Deputy Secretary to the Government of India
Tel: 011-24010644

F. No: 11013/16/2025-PP.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
******

Kartavya Bhawan-3, New Delhi
Dated 12th January, 2026

OFFICE MEMORANDUM

Subject: Consolidated guidelines on official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure.

****

The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interview with the officers.

2. The consolidated guidelines regarding observance of proper procedure in official dealings between Administration and Members of Parliament and State Legislatures were issued by the Ministry of Personnel, Public Grievances and Pensions, vide OM No.1667559842019 dated 13.09.2022, to all the Ministries/Departments and to Chief Secretaries of all Sates/UTs, with the request to circulate these instructions to all State Government officials at the State/Division and District levels, in order to sensitize them with regard to their duties and obligations in relation to dealings with Members of Parliament and State Legislatures. These instructions have also been reiterated, from time to time, for compliance of the Government officials, both in letter and spirit. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time.

3. In continuation of these efforts, a comprehensive guideline is being re-iterated by consolidating all previous instructions for strict compliance by all Ministries/ Departments, State Governments and local administrations in letter and spirit.

4. PROMPT DISPOSAL OF LETTERS RECEIVED FROM MEMBER OF PARLIAMENT:-

i. Communications received from Members of Parliament should be attended to promptly.

ii. Where a communication is addressed to a Minister, it should as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued under the signature of an officer of the rank of Secretary only.

iii. Where a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch-in-charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matter, however, it should be ensured that the minimum level at which such replies are sent to Member of Parliament

File No. 11013/16/2025-PP.A-III (Computer No. 3203920)

is that of Under Secretary and that also in a polite letter form only.

iv. Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the House of Parliament.

v. As far as possible, for correspondence with Member of Parliament, pre-printed replies should be avoided.

vi. In case a reference from an ex-member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of Ministry/Department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which a reply could be sent should be that of an Under Secretary and that too in a polite letter form only.

vii. Each communication received from the Member of Parliament, a member of the public, a recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

viii. Where (a) delay is anticipated in sending a final reply; or (b) information has to be obtained from another Ministry or another office, an interim reply will be sent within 15 days (from the date of receipt) indicating the possible date by which a final reply can be given.

ix. If any such communication is wrongly addressed to a department, it should be transferred promptly (within 5 working days of its receipt) to the appropriate Department under intimation to the party concerned.

x. Where the request of a Member of the Public cannot be acceded to for any reason, reasons for not acceding to such a request should be given courteously.

xi. As far as possible, requests from members of public, should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient.

[Para 8.8 and 8.9 of the CSMOP, 2019]

5. BASIC PRINCIPLES TO BE BORNE IN MIND BY THE GOVERNMENT SERVANTS WHILE INTERACTING WITH THE MEMBERS OF PARLIAMENT AND STATE LEGISLATURES:

(A) Courteous behavior with Members of Parliament and State Legislatures

i. Every member of the service shall, in the discharge of his duties, act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

[Rule 3(2A) of All India Services (Conduct) Rules, 1968]

ii. No Government servant shall (a) in the performance of his official duties, act in a discourteous manner; (b) in his official dealings with the public or otherwise adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him.

[Rule 3A of CCS (Conduct) Rules, 1964]

iii. Government servants should show courtesy and consideration to Members of Parliament and State Legislatures.

[Para 5(i) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

iv. While the Government servants should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules.

[Para 5(ii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

v. Any deviation from an appointment made with a Member of Parliament/State Legislature must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.

[Para 5(iii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

vi. An officer should be meticulously correct and courteous and rise to receive and see off a Member of Parliament/State Legislature visiting him. Arrangements may be made to receive the Members of Parliament when, after taking prior appointment, they visit the officer of the Government of India, State Government of local Government. Arrangements may also be made to permit entry of vehicles of the Members to these Offices subject to security requirements/restrictions;

[Para 5(iv) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

vii. The officers should not ignore telephonic messages left for them by the Members of Parliament/State Legislatures in their absence and should try to contact at the earliest the Member of Parliament/State Legislature concerned. These instructions also include SMS and e-mails received on official mobile telephones which also should be replied to promptly and on priority.

[Para 5(xii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(B) **Public function or Meeting**

i. Members of Parliament of the area should invariably be invited to public functions organized by a Government office. Proper and comfortable seating arrangements at public functions and proper order of seating on the dais should be made for Members keeping in view the fact that they appear above officers of the rank of Secretaries to Government of India in the Warrant of Precedence; The invitation cards and media events, if organized for the function held in the constituency, may include the names of Members of that constituency who have confirmed participation in these functions. If a constituency of any Member of Parliament is spread over more than one District, the M.P. should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency.

[Para 5(v) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

ii. Where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting. It should also be

ensured that there is no slip in any matter of detail, however minor it may be. It should especially be ensured that :-

(a) intimations regarding public meetings/functions are sent through speedier communication devices to the M.P.s, so that they reach them well in time, and

(b) that receipt of intimation by the M.P. is confirmed/ by the officer/official concerned.

[Para 5(vi) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(C) Response to the communication of Member of Parliament and State Legislatures

i. Letters from Members of Parliament and Members of State Legislatures must be promptly acknowledged, and a reply sent at an appropriate level expeditiously as per the relevant provisions of the Central Secretariat Manual of Office Procedure;

[Para 5(vii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011 and Para 8.9 of CSMOP, 2019]

ii. Information or statistics relating to matters of local importance must be furnished to the MPs and MLAs when asked for. The information so supplied should be specific and answer the points raised. A soft copy of the information should also be sent to the Member via e-mail.

[Para 5(viii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

iii. If the information sought by a Member of Parliament cannot be given and is to be refused, instructions from a higher authority should be taken and the reasons for not furnishing the information should be given in the reply.

[Para 5(ix) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

iv. Wherever any letter from a Member of Parliament is in English and the reply is required to be given in Hindi in terms of the Official Languages Act, 1963 and the rules framed there under, an English translation should also be sent along with the reply for the convenience of such Members of Parliament from non Hindi speaking areas.

[Para 5(x) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

v. References from the Committees of Parliament must be attended to promptly.

[Para 5(xi) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

vi. All Ministries/Departments may ensure that the powers of Members of Parliament/State Legislatures as Chairpersons/ Members of Committees under various Centrally Sponsored/Central Sector government schemes are clearly and adequately defined.

[Para 5(xiii) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

(D) Outside political influence

A Government servant should not approach MPs/MLAs for sponsoring his individual case as bringing or attempting to bring political or non- official or other outside influence is prohibited under the conduct Rules e.g. Rule 18 of the All

India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules, 1964

[Para 5(xiv) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

6. Recommendations of various Parliamentary Committees on this issue:

i. During the meeting of the Parliamentary Standing Committee on Ethics, Rajya Sabha, held on 13th October, 2025 in Parliament House Annexe, New Delhi, it was desired the Department should reiterate the instructions and ensure that it is implemented in letter and spirit.

ii. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in Paragraph 63 of its First Report table in the Lok Sabha on 06.02.2014, has recommended that this Department may sensitize all civil servants and officials in various Ministries and Departments particularly under them for strict compliance of the instructions relating to official dealings issued in this regard between and Administration and the Members of Parliament.

[Para 3 of OM No. 11013/2/2012-Estt.A dated 19.11.2014]

iii. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, at its first sitting held on 28 October, 2014, also felt that the consolidated instructions/ guidelines issued by the Department of Personnel & Training (DoPT) on 1 December, 2011 on Official Dealing between Administration and Members of Parliament need to be circulated again to all concerned Executive Functionaries.

[Para 4 of OM No. 11013/2/2012-Estt.A dated 19.11.2014]

iv. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in its Second Report tabled in the Lok Sabha on 04.01.2018, has recommended that the consolidated instructions/ guidelines on Official dealing between the Administration and Member of Parliament and State Legislature should strictly be complied by all the Government servants, both in letter and spirit.

[Para 3 of OM No. 11013/4/2018-Estt.A-III dated 07.02.2018]

v. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in Paragraph 43 of its Third Report tabled in the Lok Sabha on 4.01.2018, has recommended discouraging and desisting the State Governments to involve Private companies/ agencies in organizing/ sponsoring functions which essentially fall under the domain of State Governments.

[Para 4 of OM No. 11013/4/2018-Estt.A-III dated 07.02.2018]

7. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

8. Any violation of relevant Conduct Rules in this regard, which is established after due enquiry, will render the concerned Government servant liable for appropriate punishment as per Rules applicable.

9. List of the OMs mentioned in this document is annexed. In case any reference to the relevant OM is required, the same may be accessed from the Archive Section of DOPT's website.

10. Hindi version will follow.

(G K Rajnish)
Deputy Secretary to the Government of India
Tel: 011-24010644

To

1. The Secretaries of All the Ministries/Departments of Government of India (as per the standard list)
2. Chief Secretaries of all States/UTs (as per the standard list)

Copy to: -

1. Presidents Secretariat, New Delhi
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12. National Commission for OBC, New Delhi
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15. ADG (M&C), Press Information Bureau, DoPT
16. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Department]
17. Hindi Section, DoPT

(G K Rajnish)
Deputy Secretary to the Government of India
Tel: 011-24010644